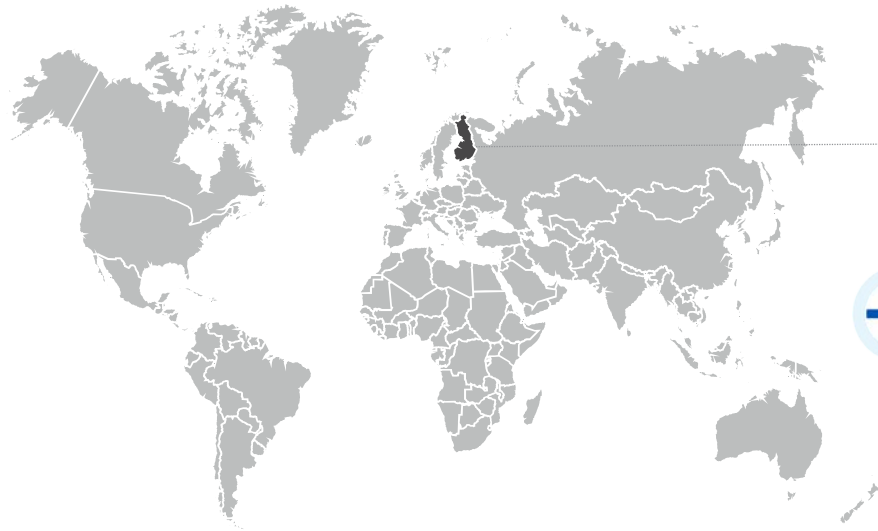


FINLAND Fact Sheet



Finland

-  Clients: 5
-  Employees: 165
-  Seats: 259

SUMMARY



Operational since 2002



Sites: 1 (Turku)



Size: 12,507 square feet
1,161 square meters



Agent capacity: 259+ seats



Hours of operation: 24/7

VERTICAL INDUSTRY FOCUS

 TECHNOLOGY
55%

 RETAIL
45%

Contact Type % of Headcount	
Customer service	45.7%
Technical support	30.0%
Back office	24.3%

Languages % of Headcount	
Finnish	26.7%
Swedish	25.0%
Danish	24.3%
Norwegian	23.0%
Dutch	1.0%

Region Served % of Headcount	
Regional	67.1%
Local	32.1%

SYKES
Gives  Back

CORPORATE & SOCIAL RESPONSIBILITY

We proudly participate in and support several community initiatives around the world. From promoting local exercise programs to providing clinical health services and more, we understand the importance of giving back.

SYKES has devoted the past 40+ years to “People Serving People.” This is a commitment we extend to our shareholders, clients, employees and communities alike.

